

August 22, 2013

Improved Care and Patient Safety at Medicine Hat Regional Hospital

A patient safety review at Medicine Hat Regional Hospital (MHRH) focused on continuity of care, communication between and among caregivers, and smoother transfer of patient care between programs / departments. The review involved physicians, hospital and community staff as well as administration at MHRH.

A number of steps have been taken to ensure patient safety in similar circumstances including a new process for a visual alert on the patient chart to unusual / special care needs, ongoing education strategies to promote an expectation of verbal instruction in addition to the usual documented care instructions be provided when patients are transitioning from one caregiver to another or between program areas or departments.

We have apologized to Ms. Burkitt personally and in writing and we continue to wish her the best in her recovery. We have appreciated her feedback and the opportunity to identify areas where we can improve care and patient safety.